

APPLICATION TRANSFER REQUEST FOR S.N. 091578,723

Section I. TRANSFER REQUEST BY (PRINT NAME)

Beth Van Doren

Date 9/19/02

TO: Art Unit 2642

Class/sub 379/265.13

FROM: A.U. 3623 Class 705/7-13

REASON:

the invention is directed towards
determining what call center agent to route the
call to based on the type of call & its goal

Berry

Gatekeeper concurrence _____

Hand carried: Personally accepted by _____

Section II a. DISPOSITION BY RECEIVING TC By: _____

A.U. _____ Date _____

☐ ACCEPTED BY RECEIVING T.C.

NOT ACCEPTED

☐ Forward to receiving TC Post Classifier

☐ Non-classification issue/other, return to Originating TC/AU _____

REASON:

Section II b. DISPOSITION BY RECEIVING TC POST CLASSIFIER

☐ This dispute was resolved. Forward to TC/AU _____ Class/Sub _____ Post Classifier _____ Date _____

Concurring _____ Date _____

☐ This dispute was not resolved, forward to DISPUTE RESOLUTION PANEL

Post Classifier Assessment:

Gatekeeper Concurrence _____

Post Classifier _____

Date _____

Section III. DISPOSITION BY DISPUTE RESOLUTION PANEL

Date _____

Panel Decision: Forward to Technology Center / Art Unit _____ Class/sub _____

REASON:

Panel Member _____

Concurring Panel Member _____

☐ This application MAY NOT be returned to the dispute resolution panel. THIS IS A FINAL DISPOSITION.